

# HERE IS YOUR UTAH HORIZON CARD.

The Utah Horizon Card is the safe, convenient and easy way for you to access your Food, Cash and/or Child Care benefits. Now that you have received your card, here is what to do next:

## STEP 1: SIGN AND ACTIVATE YOUR CARD

- Sign your name in ink on the white stripe on the back of your card right now!
- Call Customer Service at **1-800-997-4444** to activate your card and select your Personal Identification Number (PIN). Choose the option for "PIN Selection or Replacement."

(NOTE: If you are receiving a replacement card, you do not need to choose a new PIN; your current PIN will carry over to this replacement card.)

## DO NOT THROW THIS CARD AWAY!

It is the only way to get your benefits!

If your last name begins with	You will receive your Food benefits on the
A - G	5th day of the month
H - O	11th day of the month
P - Z	15th day of the month


All Cash and Child Care benefits will be received on the first day of the month after 6:00 a.m. Mountain Time.

To report fraud, visit [www.usda.gov/oig/hotline.htm](http://www.usda.gov/oig/hotline.htm) or call 1-800-424-9121.

This institution is an equal opportunity provider.

Customers cannot use an EBT card to access cash benefits at a point-of-sale or ATM machine in an establishment that primarily sells liquor, allows gambling or gaming, or provides adult-oriented entertainment where performers disrobe or perform unclothed. For more information, visit [le.utah.gov/~2013/bills/hbillenr/HB0209.pdf](http://le.utah.gov/~2013/bills/hbillenr/HB0209.pdf)

## STEP 2: USE YOUR CARD

- Once you have activated your card and selected your PIN, you are ready to use your card.
- You may use the Utah Horizon Card at participating retailers and ATMs nationwide. You can also use your card wherever you see the Quest logo: 
- If you receive Child Care benefits, you may use your card at State-approved, licensed child care providers. You must either swipe your card through a Point-of-Sale (POS) terminal or call the Interactive Voice Response phone number, **1-800-997-4444**.

## PROTECT YOUR PIN:

- Keep your PIN a secret; do not tell it to anyone.
- Do not write your PIN on your card or on anything you keep with your card.
- If someone finds out your PIN, they can use your card to get all your benefits; these benefits will not be replaced.

If you lose or damage your card, call Customer Service to order a replacement card. The Customer Service phone number, **1-800-997-4444**, is available 24 hours a day, 7 days a week to help you.

Detach, fold and keep this with your card

FEES ASSOCIATED WITH CASH BENEFITS	
Cash back at a retailer when doing a purchase	FREE
ATM cash withdrawal	1 FREE per deposit, then \$1.50 each • Chase & Zions banks' ATMs are surcharge free • Other ATMs may charge a surcharge at the owners' discretion
ATM balance inquiry (You may always check your balance for free by calling the number on the back of your card or checking it at a POS device)	\$0.25 per occurrence
ATM denial	\$0.25 per occurrence

## HOW TO USE YOUR UTAH HORIZON CARD AT THE STORE

1. Tell the cashier which account to charge (Food or Cash).
2. Enter your four-digit Personal Identification Number (PIN) on the keypad.
3. The cashier will hand you your receipt; make sure the information on the receipt is correct.

## HOW TO USE YOUR UTAH HORIZON CARD AT AN AUTOMATED TELLER MACHINE (ATM)

(For a withdrawal of Cash benefits ONLY; Food benefits cannot be accessed through the ATM)

1. Insert or swipe your card.
2. Enter your Personal Identification Number (PIN).
3. Select the key marked **WITHDRAW CASH** and then select **CHECKING**.
4. Enter the amount you would like to withdraw.

## Utah Horizon Card Customer Service

**1-800-997-4444**

**711** (In-State TTY Relay Number)

**1-800-346-4128** (Out-of-State TTY Relay Number)